



## **ADDENDUM #2**

On February 8, 2016, the New Hampshire Department of Health and Human Services, Division of Child Support Services published a Request for Proposals soliciting sealed bid proposals from responsible and qualified bidders for the provision of credit reporting services in accordance with applicable federal and state authority. The services required are: access to nationwide credit bureau data, and all services related to the provision of credit payment histories; provision of software and/or access to website that may be necessary to provide access to credit reports; and the ability to accept monthly reports and payment history updates from DCSS in a format specified by DCSS.

This Addendum #2 is issued to:

- 1. Provide the DHHS Response to Questions Published pursuant to subsection 6.4.3. (see attached DHHS Response):**

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### DHHS Response to Vendor Questions

No.	Question (Section Ref.)	Answer
1	Does DHHS intend to share the Fair Credit Reporting Act (FCRA) or Gramm-Leach-Bliley Act (GLBA) regulated data provided by the contractor with other State agencies in New Hampshire? (2.2)	No. The data is for case management purposes only.
2	Does DHHS share the data with other Federal, private, or other third-party entities? (2.2)	No.
3	Is the number of cases that DHHS is looking for pricing on based on the quantities provided? Is this the amount DHHS budgeted for the new contract? (2.2)	Yes, the number of cases is fairly steady. Funding has been based on this number.
4	Does DHHS have one or more vendors that it uses to provide these contracted services?	One vendor will be selected to perform the full services for the contract period.
5	Will DHHS reveal the current vendor? Can DHHS provide copies of existing contracts and the value of such contracts?	Yes. DHHS has one contract for these services. The current contractor is CBC Innovis. The contract can be found at NH.gov by visiting this site: <a href="http://sos.nh.gov/nhsos_content.aspx?id=8589948719">http://sos.nh.gov/nhsos_content.aspx?id=8589948719</a> ; it is item #9.
6	Does DHHS intend to replace CBC Innovis with one or more vendors?	DHHS intends to award a contract in response to this RFP to one vendor.
7	Does DHHS need onsite personnel as part of the implementation of the Web Portal, such as for training? (3.1.3)	Training does not necessarily have to occur onsite or in person. DHHS has prior experience regarding this service wherein the vendor-provided online, remote training to DHHS' satisfaction.
8	If vendor prefers to provide training through online, remote learning, is DHHS agreeable? (3.1.15)	Training does not necessarily have to occur onsite or in person. DHHS has prior experience regarding this service wherein the vendor-provided online, remote training to DHHS' satisfaction.



9	RFP identifies that DHHS shall have authority to disclose the data received through the contract; is this disclosure based on court orders?	NH RSA 161-C:26-a provides authorization for DHHS use of credit reporting services.
10	Does Appendix F need to be completed for remote personnel?	Yes.
11	Why does RFP indicate the Letter of Intent is optional but also say it is required? (6.3)	The Letter of Intent is optional if a vendor wants to provide a proposal in response to this procurement. If a vendor wants to <b>receive</b> any correspondence regarding this RFP, any amendments thereto, etc., they must submit a Letter of Intent.
12	Can vendors add conditions to Appendix A, rather than be limited to identifying which provisions in Appendix B to which they take exception?	Yes. The vendor should indicate the provisions they wish to add for DHHS' consideration.
13	Does Appendix A have to be submitted within both the Technical and Cost Proposals?	Yes.
14	Do vendors have to specifically identify with provisions within Appendix B that they take exception to when completing Appendix A? Or can vendors just reference Appendix B in general and provide a copy of the vendor's standard contract?	Yes, vendors need to specifically identify the provisions in Appendix B to which they take exception, and provide specific alternative language they wish DHHS to consider. A vendor's contract will not be used in lieu of the State of New Hampshire standard contract.
15	If vendors have additional questions, can we still submit them by Friday? (6.2)	Yes, by 2:00 PM, February 26, 2016.
16	Does DHHS intend to load data received from the vendor into a statewide system, including any telephone numbers or addresses provided?	Address, employer or asset information is loaded into the New England Child Support Enforcement System for case management purposes only. DHHS then verifies the information received through second party sources, such as the US Postal Service to verify an address.